

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

RECEIVED
MAY 23 2 25 PM '02
POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

Classification and Fees For Confirm)

Docket No. MC2002-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORY TO UNITED STATES POSTAL SERVICE
WITNESS NORMA B. NIETO
(OCA/USPS-T3-5)
May 23, 2002

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits an interrogatory and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-T1-1-18 dated May 1, 2002 are hereby incorporated by reference.

Respectfully submitted,


KENNETH E. RICHARDSON
Attorney

SHELLEY S. DREIFUSS
Director
Office of the Consumer Advocate

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

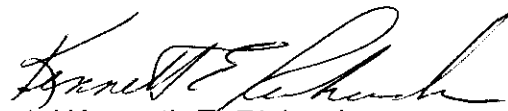
OCA/USPS-T3-5. The following refers to the library reference you sponsor, USPS-LR-2.

- a. Please explain the types of service/informational calls that are likely to be received by the National Customer Support Center (NCSC) personnel for Confirm®. For example, assistance in answering questions regarding the downloading of Confirm® flat files, helping clients interpret information contained in a Confirm® flat file, helping users navigate through the various www.planetcodes.com website screens, etc.
- b. Please assume that the Postal Service extended a tracking service similar to that offered by the Confirm® Planet Code as a purchase add-on to an automation compatible First-Class single piece Certified letter. Further assume, that information about the mail piece could be made available to single piece mailers in a method similar to that offered electronically for Delivery Confirmation and Certified Mail (after June 30, 2002).
 1. Would you expect there to be any additional per unit corporate call management costs for such a tracking service incurred over and above the \$0.0707 used in costing the Automated attendant (AA) / Interactive voice response unit (IVR) call center costs for Delivery Confirmation and Certified Mail? See Docket No. R2001-1, USPS-LR-J-135, pages I-5 and D-1.
 2. If your response to part "b(1)" is affirmative, please provide estimates for such a tracking service for each of the following:
 - a) A per call cost for total IVR/Call Center Costs, similar to the unit cost of \$0.70 used in Docket R2001-1, USPS-LR-J-135, pages I-5 and D-1.

- b) An estimate of the percent of retail volume that would use IVR/Call Centers similar to the 10.1 percent used in Docket R2001-1, USPS-LR-J-135, pages I-5 and D-1.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.



/s/ Kenneth E. Richardson

Kenneth E. Richardson

Washington, D.C. 20268-0001
May 23, 2002